

# BTEC Bulletin

News from the Business Transformation Executive Committee

August 5, 2002 - Issue 5

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## **July BTEC Meeting**

The agenda for the July BTEC meeting included 1) an overview of the business transformation initiative; 2) a review of the business systems modernization project and next steps; and 3) an update on the procurement project and quick hits. In addition, two new BTEC members were introduced and welcomed - Rose Marie Depp, M/HR and Jon Breslar, DAA/PPC.

John Marshall, Vice Chair of the BTEC, presented an overview of the business transformation process. He emphasized that USAID's transformation activities are following a structured process of best practices. A number of actions have been taken:

- The BTEC was established in January to provide oversight for the reform process.
- Over 100 improvement opportunities were identified in a "quick look" assessment.
- Ten of these activities were selected as "quick hits" which are being implemented with successful results.
- Procurement and human resources assessments were conducted and working groups are implementing the recommendations. (cont. page 2)

## **Getting to Green**

In August 2001, President Bush launched a reform agenda to improve management in the Federal government and deliver results. The President's Management Agenda (PMA) outlines five government-wide initiatives and nine agency-specific goals. The government-wide initiatives are strategic management of human capital, improved financial management, budget and performance integration, competitive sourcing and expanded electronic government. In addition, USAID was identified along with other agencies to reform food aid programs and "right size" overseas presence.

The Office of Management and Budget has developed standards for success and a traffic light scoring system to track how well agencies are executing the five government-wide initiatives. The "scorecard" presents an assessment of the overall status, as well as an assessment of progress. A green light indicates that the Agency meets all standards for success; yellow means that some standards have been achieved and red reflects any number of serious flaws.

USAID currently has red lights in all areas, but received yellow lights for progress in all initiatives except competitive sourcing. The BTEC will provide oversight and guidance for the implementation of an overall strategy to "get to green". The transformation activities underway have greatly contributed to our progress.

Please visit the BTEC web site at <http://inside.usaid.gov/BTEC/> for detailed information on the PMA and the USAID scorecard.

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- A working group is developing customer service standards for the Management and Pillar Bureaus.
- A business systems modernization team is studying how to improve the procurement and finance organization, processes and systems in the field. The BTEC will soon make a decision on needed changes.
- Staff has been detailed to lay the groundwork for a Program Management Office to support the BTEC and institutionalize project management at USAID.

The transformation is moving at a deliberate pace with the most substantive changes yet to come.

## Business Systems Modernization (BSM)

The BTEC members were presented with an overview of the BSM team's progress in developing options for delivering procurement and financial management services in the field. The team analyzed information from over 130 interviews with field and Washington staff, 100 data elements from a worldwide data call, over 80 prior reports and interviews with the Department of State and Embassies in Budapest, Cairo, Botswana and Namibia. On August 7, the BTEC will make a decision on the deployment of Phoenix and a procurement system, and best organizational option for the procurement and finance functions.

A request for the funding required to implement the selected solution will be made in the Agency's FY 04 budget request due to the Office of Management and Budget in September.

*Your comments and suggestions are welcomed.  
Please contact your bureau's BTEC member or the  
PMO Project Manager, Bernie Mazer*

### *Did you know...*

*...that in FY 01, 63.5% of total A&A  
actions completed by the Office of  
Procurement were executed in the 4<sup>th</sup>  
quarter?*

*...that in the same FY 01 time period,  
57.3% of total A&A obligations occurred  
during the 4th quarter?*



**The next BTEC meeting is scheduled for  
August 7.**

## Quick Hits And Other Projects

The **Procurement Working Group** has developed recommendations for implementing improvements identified in a report on the procurement function. The sub-group on grants developed guidelines for giving bureaus the authority to award and administer grants. The group also recommended that contracting officers spend regularly scheduled time in client offices. Another sub-group focussing on the roles of CTOs and client offices would like to emphasize the broader program manager role of CTOs and institute acquisition planning as a routine mechanism to enhance communication between M/OP and client offices. The CTO training sub-group is looking at ways to reduce the required days for CTO training. An on-line course is being developed with portions of the course scheduled for testing during the summer. The full team reports were distributed to the BTEC for comments in July.

The IQC quick hit team distributed two **standardized IQC models** for Agency comments in June. The models are for contracts based on a fixed daily rate or cost-plus-fixed fee. The team also developed "fair opportunity" procedures in response to a statutory requirement to consider cost in reviewing proposals. The standardized models will make it easier for vendors to bid on USAID work and will save CTOs time in interpreting requirements in IQC agreements. Guidelines describing the changes will be released in August.

A **customer relationship management tool** called REMEDY is now being used to manage requests for building services and PRODOC (contract writing system) inquiries. Customers will receive a short survey upon completion of requested actions. Customer feedback will be critical in improving the overall quality of service. The next step is to expand the tool to other functions in the Management Bureau.

The **automated recruitment tool**, AVUE, was used to post a civil service vacancy announcement last month. The Office of Human Resources issued a certificate in 16 days, 7 hours and 30 minutes – compared to 228 days using the manual recruitment process. Additional civil service and foreign service announcements were recently posted.

Status reports on all quick hits and other projects can be found on the BTEC Web site.

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The minutes of the July 10 BTEC meeting can be found on the BTEC Web site at <http://inside.usaid.gov/BTEC/>.